

COMPLAINT DISPOSITION SUMMARY September 20, 2012

	<u>YTD September 2012</u>	<u>YTD September 2011</u>	<u>2011</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>
Complaints Received	52	33	73	130	129	128	99
Complaint Dispositions	<u>79</u>	<u>15</u>	<u>67</u>	<u>83</u>	<u>123</u>	<u>118</u>	<u>138</u>
Disposition Breakdown							
No Action/Dismissed	20	60	69	34	30	42	37
Letter of Counsel*	29	5	5	19	21	24	12
Letter of Warning*	6	1	1	5	4	6	23
Private Reprimand*	4	13	13	2	23	17	3
Public Actions*:							
Reprimand	2	2	2	4	7	18	1
Suspension	4	3	4	2	39	1	1
Revocation	7	7	7	4	27	32	3
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	9	14	14	5	62	29	8
Administrative Fine**	22	17	20	3	63	31	8
Follow-Up Actions							
Non-Compliance Suspensions	2	1	1	2	0	0	13

* **Disciplinary Actions May Involve Multiple Complaints in One Settlement Order**

** **Included in Private Reprimands and Public Disciplinary Actions**